

How to Succeed With Volunteers-In-Parks

60-Minute Module Series

SUPERVISION

Training Guide

TRANSPARENCIES

**National Park Service
Volunteers-In-Parks Program**



Guide to Transparencies

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Experiences with Supervising Volunteers

Successful

Stressful

So-so

Super

Smooth

Satisfying

Strenuous

Stormy

Others...

Learning Objectives

- Define the role of supervisor
- Explain the similarities and differences in supervising paid versus non-paid staff
- Identify the skills and personal qualities of effective supervisors
- Discuss the various methods of supervising volunteers

Key Concepts

Concept 1

Supervisors of volunteers must clearly understand the park's expectations of them as supervisors.

Concept 2

People who are competent supervisors of paid staff or volunteers share key skills and personal characteristics.

Concept 3

Although principles of supervision for volunteers and paid staff are very similar, there are some unique aspects of supervising volunteers.

Concept 4

Supervision systems and methods can vary depending on the formality, size, and style of the park, type of job, etc.

Supervisory Skills

Excellent supervisory skills
are not measured by
your personal accomplishments
but by the successes of those
who report to you.

Supervising Volunteers: Roles and Responsibilities

- Preparation/Orientation of volunteer to job
- Ongoing support and resources
- Reporting requirements
- Evaluation

Preparation/Orientation of Volunteer to Job

- Written job description
- Introduction to staff and volunteers
- Work area preparations
- Supervision and evaluation system explained
- Safety management issues explained
- Relevant policies and procedures shared
- Other...

Ongoing Support and Resources

- Training
- Coaching
- Showing Appreciation
- Providing Materials and Information/Training

Reporting Requirements

- Individual and overall volunteer hours
- Outcomes of volunteer work
- Reports to Supervisor/
VIP Program Manager
- Periodic written volunteer reviews
- Other

Evaluation

- Periodic performance review of a volunteer in your program
- Annual written evaluation of volunteers' work within the park, division, etc.
- Other

Skills of a Good Supervisor

- Training/educating
- Team building
- Delegating
- Planning
- Coaching
- Listening
- Conflict resolution

Skills of a Good Supervisor (Con't)

- Communications
- Problem Solving
- Evaluating/reviewing
- Climate setting
- Sharing knowledge
- Setting standards
- Other

Personal Qualities of a Good Supervisor

- Trustworthy
- Consistent
- Models good behavior
- Positive attitude
- Empowering
- Supportive
- Other

Supervision Activity

What are some special aspects of supervising volunteers which make the process unique and in some circumstances more difficult?

Unique Aspects of Supervising Volunteers

- Part-time basis
- Volunteers may need more flexibility
- Volunteers more free to leave if dissatisfied
- Good supervision may be new experience for volunteer
- Confusion about who is the supervisor?"
- Supervision may take more time for affiliation volunteers
- Difficult to confront a volunteer

Supervision Methods

- Specific appointments at designated times
- Open time for scheduling appointments
- Monthly group or individual meetings
- Supervision by “walking around”
- Other